

Chapter 11

CALLING IT IN

Notes

Objectives

After completing this section, trainees will be able to:

- ▶ Clearly and accurately report important information about a HazMat emergency.

Introduction

You use the telephone several times a day and if radios are provided at work, you are familiar with them as well. In spite of that, it may be hard to predict how you would react when faced with an emergency.

In the following exercise you will:

- Identify who you should call in an emergency
- Practice gathering important details
- Practice "calling it in"

If you should ever be the first on the scene of a HazMat incident you will be better prepared to carry out one of your primary responsibilities.

You've sized up the scene and are at a safe distance:

Now your responsibility is to notify the proper people about the emergency so that a response can start as quickly as possible. In order to be prepared, carry important phone numbers with you or in your vehicle.

**HAVE THESE EMERGENCY
NUMBERS WITH YOU**

- ▶ Your employer's emergency contact number
- ▶ Local Fire Department
- ▶ Local Police Department

What to Tell Them when you Call In

Your report should include the following

Who?	Identify yourself and your employer
What?	What has happened? Details Spill - rail, highway, in a facility Container - shape, size, distinguishing Features Quantity - how much has spilled, how many leaks, where leaking from container Markings - placards / labels on container or vehicle appearance of leaking material Wind direction Water – drains, sewers, bodies of water nearby Injured people - conscious or unconscious Dead animals or vegetation Other people at or near the scene Amount of traffic or portion of road that is blocked Physical senses - hear, smell, feel, taste
When?	When did you get there?
Where?	Site of emergency Your location - street, crossroads, nearest exit Nearby - residential? Agriculture? industry?

Exercise: Reporting

Part 1 - What you said

You will work in teams of 2 or 3 people. One or two of you will be "the caller(s)" the other person is the "emergency contact." If there are two callers, one should jot down the report and the other tells the contact. The reporting team can talk to each other while preparing, but only one should talk to the contact when you make your report.

The emergency contact should move away from the caller(s) while they prepare their report. The contact shouldn't hear the caller or see the information provided.

The caller(s) will be given a short time to size up the emergency scene from the information that the trainer provides. Use the form on the next page for your notes.

When time is up the caller tells the emergency contact the report. The report is verbal, so don't share your notes or the information from the trainer!

Part 2 - What the Emergency Contact heard

The emergency contact person will write down exactly how the scene is described by the reporter. The contact will use the same form to record what he/she hears. The description that the Emergency Contact writes is what the emergency responders who will come to the scene will use. They will decide what response actions to take based on this information.

Use this form to help you report or record the emergency.

Emergency Report

1. Who – identify yourself
2. What
3. When
4. Where

Part 3 - Compare notes

When the Emergency Contact has finished writing his/her report, compare notes between the caller(s) and the contact. The emergency contact should also look at the pictures or video that the reporter described.

5. What differences are there between the two reports?
6. Are there any other details that would have been helpful for the reporter(s) to include in his/her report?

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Key Points 11

- 1) In order to be prepared, carry emergency numbers with you or in your vehicle.
- 2) You should report the following:
 - **Who** (are you)
 - **What** (has happened)
 - **When** (did you get there)
 - **Where** (is incident -- and *where* are any vulnerable surroundings, such as streams or schools, etc.)
- 3) Stay calm and keep a safe distance.